

Minutes
Transit Passenger Advisory Committee

Monday, February 12, 2018, 10:00 a.m.
Transit Services Administration Building
1015 Transit Drive, Large Conference Room

Call to Order, Quorum, Introductions

- A quorum was established; the meeting was called to order at 10:02 a.m.
- Allison Burns, Committee Chairperson, requested introductions from all present.

Members Present

Allison Burns	2018	Discover Goodwill, Committee Chairperson
Susanne Whited	2019	Fixed-Route Rider Advocate, Vice Chairperson
Ron Anderson	2018	Fixed-Route Rider Advocate
Larry Schaefer	2018	Fixed-Route Rider Advocate
Liz Robertson	2018	Division of Vocational Rehabilitation
Maritta Coffey	2018	The Independence Center (For Courtney Stone)

Members Absent

<i>Rebecca Shields</i>	<i>2018</i>	<i>Metro Mobility Rider Advocate</i>
<i>Rick Orthwein</i>	<i>2019</i>	<i>Fixed-Route Rider Advocate</i>
<i>Dick Hyde</i>	<i>2018</i>	<i>Community Intersections</i>

Service Providers

Andrew Cottrell	McDonald Transit Associates (Fixed Route Service Provider)
Tim Van Zalen	National Transit (Metro Mobility ADA Paratransit Service Provider)

City Staff

Craig Blewitt	Transit Services Manager
Maggie Chapman	Transit Services Admin Tech; TPAC Liaison
Vicki McCann	Transit PR & Marketing Supervisor

Guests

- Mike Heck, School District 11

Review Agenda

- A motion to approve the agenda was made, seconded, and approved.

Approval of Minutes from Previous Meeting

- A motion to approve the previous meeting minutes was made, seconded, and approved.

Public Comments

- None at this time

New Membership Review

- None at this time

Craig Blewitt, Transit Services Manager

- Service Changes in spring and fall –
 - The public comment period for the spring service changes went through Jan 26
 - Developing recommendation to be announced in March
- Northern Hospitals
 - Submitted a grant application for funding to serve the northern hospitals; will hear results in a few months
 - Likely will be served by individual express routes branching off from the system.
 - St. Francis & Children's from Academy & Austin Bluffs
 - Memorial from Academy & Union where it will connect to the newly-expanded Union Boulevard route
 - PPCC's Rampart Range Campus from Voyager Transfer station
 - The route to Memorial Hospital is in the 2018 budget, to operate 9 hours per weekday starting this fall.
 - The route to PPCC Rampart Campus will operate 9 hours per weekday if the students approve a new fee in an April election.
 - If the CSHF grant is approved, both those routes – as well as the St. Francis route— would be expanded to operate 12.5 hours per weekday
 - Note: Express routes do not extend the ADA range
- Larry: Was talking to a driver who said Route 6 should be served more than hourly
 - It's always a good idea to call 385-RIDE and put the comment in there. We do review those comments and consider them.
 - As a side note, Route 6 will be straightened out along Fillmore (currently veers north to 4th St. for a few blocks) but that will be after new sidewalks, easements, etc.
- New Mobility Coordinator starting today, Brian Champion
 - Oversee the call center, make sure it's meeting the objective we set out
 - Improving availability of information to the community about options for transit

Vicki McCann, Transit PR & Marketing Supervisor:

We're hopeful with progress for the Student Pass Program at PPCC

- Students will vote in April – we're having lunch-n-learn events and promoting on social media
- Craig: We use the long range plan as a guide forward. That plan says we should improve service in our existing service area, and it also says we were looking for partnerships to services beyond
 - Fee for PPCC students would be \$10 per student per semester –
 - They're paying the first two years of service; we'll take it over if it's deemed successful; we're currently outlining the measures of success
 - If successful, PPCC students will continue to pay \$5 per semester to access the fixed route system (same as UCCS and Colorado College do)

Andrew Cottrell, McDonald Transit Associates (Fixed-Route Service Provider)

- Fully staffed now – last week of training for eight new drivers
 - Several know the system very well already.
- Corporate-level Safety program includes a new *Drive to Zero* campaign (no avoidable accidents)
 - Additional Safety Meeting topics include speeding and the importance of healthy eating and exercise
- Q: Have the Yield-to-Bus lights made any difference?
 - We got some positive feedback when we first got the new buses that have the flashing lights; not a lot recently.

Tim VanZalen, National Transit, General Manager (ADA Paratransit Service Provider),

- As soon as I said we were fully staffed last month, we've become not-fully-staffed again.
 - Two drivers are in class now that will be ready week's end
 - Many people coming and going out sick with the flu season
- Allison: We were putting most participants on the bus in the afternoon as buses arrive; need to make sure buses are arriving at the correct time.

New Topics for Discussion

- Maritta: Did we already discuss the free fare issue?
 - Yes, but there wasn't a lot of new information. We'll hear more next month
 - Fare study is still in progress – we'll hear more about that next month, too.
 - There's a lot that's going into that – even that a \$1.75 exact-change fare means a lot of coins are handled and adding to the maintenance needs of the fareboxes.
- Maritta: If a rider is denied eligibility for Metro Mobility, could you please recommend they come to the Independence Center to see if they qualify for a half-fare ticket?
 - Maggie will make that suggestion
- Maritta: Do drivers get training about service animals?
 - Probably would be better to ask Andrew about that; they certainly are trained to some degree, including the two questions they can ask to determine whether an animal is a service animal or not. (1. Is this a service animal? 2. What task does the animal perform?)

Member Announcements

- April is elections month; we should review membership renewals and nominate Chair and Vice-Chair positions.

Public Comments

- Mike Heck: Just would like to add that we hear a lot more positive comments about Metro Mobility than negative; and many of the negative comments are more related to parent/student scheduling issues, not the service provided.
 - Drivers go out of their way to be helpful –

NEXT MONTH:

- Review membership renewals; nominate Chair/Vice-Chair
- Final recommendations for spring service change
- Update on timeline for Fare Study completion, results, action

Adjourned